



Rockville Swim and Fitness Center
Credit / Refund / Make-up Plan for COVID-19 Closure
Updated: 5/29/20 (new information in red)

Hello Customers,

We are writing to update you on the status of the Rockville Swim and Fitness Center. Given the current health crisis in our community, and the need to contain the spread of COVID-19, we have made the difficult decision to cancel any remaining in-person Spring session programs. Customers will receive a refund of their full program fees paid (please allow two weeks for processing). This decision allows our customers and staff to take social distancing precautions and leaves flexibility for a gradual return to drop-in facility use when it becomes safe to do so.

The Rockville Swim and Fitness Center will remain closed until further notice. The situation remains fluid, and this date may be delayed based on the need to remain closed for the health and safety of the public. Please continue to keep an eye on our City website and email correspondence for updates.

The management team at the Rockville Swim and Fitness Center is planning for a phased re-opening and resumption of services in consultation with the State and County's directives, industry best practices, and applicable social distancing guidelines. We are preparing to re-open when it is deemed safe to do so and excited to get customers back to swimming and exercising at the facility. When we do first re-open, there will be new policies and certain restrictions in place to facilitate a safe environment for customers and staff. As these new operating practices become finalized, we will be sure to communicate them with our customers.

While we regret not being able to offer in-person programs this spring, [some virtual program offerings have been made available through our webpage](#). The Recreation and Parks Department is monitoring current events and tentatively planning for summer programming and facility operations. **We are accepting registrations for summer programs and will adjust accordingly based on the current restrictions required and health guidance available near the start date of each specific program session.**

Please review the Rockville Swim and Fitness Center's Credit / Refund / Make-up Plan for the COVID-19 Closure below, with plans of refunds and credits for cancelled programming as well as plans for membership extensions when the facility re-opens. As additional plans become finalized for future programming, this document will be updated. If there are any questions, please contact us via email at swimcenter@rockvillemd.gov. Stay safe and healthy.

Sincerely,
Rockville Swim & Fitness Center

Program / Membership Type	Plans for Make-ups / Credits / Refunds
Memberships	<p>Customers who have an active annual or seasonal membership as of 3/14/20 (when the facility first closed) will have their membership extended by the number of calendar days that the facility is closed.</p> <p>Customers who have arranged to have their membership dues assessed monthly will not be charged for their April, May or June payment. Those monthly payments will be scheduled for the first of the month in which the membership extension carries into, as detailed above.</p>
Instructional Programs (learn to swim classes, water/land fitness)	<p>Customers enrolled in the winter session or upcoming spring session of classes will receive a refund for their registration fees, prorated for the number of class meetings remaining as of 3/14/20. Customers enrolled in the upcoming spring session of classes will receive a full refund of their registration fees. For customers who paid via credit cards, refunds will be made to the card used for the registration. For customers who paid via cash or check, fees will be refunded via check to the address on file with your account. Refund processing for the winter session of instructional programs has been completed as of 4/3/20 and spring session refunds have been completed as of 4/22/20.</p>
Rockville Montgomery Swim Club (RMSC)	<p>Customers registered for the Fall-Winter Season of RMSC will receive an account credit for the two weeks missed at the end of the season. This account credit can be used for future registrations with the City of Rockville, Department of Recreation and Parks and does not expire. Account credit processing for the fall-winter session of RMSC has been completed as of 4/7/20.</p> <p>Customers registered for the Spring-Summer Session of RMSC will receive a full refund of their program and registration fees. For the dues paid to the City of Rockville, refunds will be made to the credit card used for the registration and for customers who paid via cash or check, fees will be refunded via check to the address on file with your account. For dues paid to the RMSC Parents' Club Inc., the customer's payment check will be returned to the address listed on the registration form. Mail-in registrations have not been processed and will be returned to customers via mail. Refund processing has been completed as of 4/22/20.</p> <p>Given the dynamic nature of the COVID-19 situation, a final decision has not yet been made regarding the Summer RMSC season (slated to begin after 6/15). We plan to re-evaluate in early June. In the event of a summer program, an updated program information flyer with schedules, fees and registration instructions will be posted to www.rockvillemd.gov/rmsc.</p>
Safety Training Programs (Lifeguard Training)	<p>Customers registered for a Lifeguard Training or Lifeguard Review class beginning in March, April or May will receive an account credit for their registration fees. A revised schedule is being developed and will be posted online at www.rockvillemd.gov/swimcenter when it is available. Customers can use their credit to register for one of the newly scheduled courses or email swimcenter@rockvillemd.gov to request a refund. Account credit processing for safety training programs has been completed as of 3/26/20.</p> <p>Note: The American Red Cross has announced that individuals with a Lifeguard Training certification due to expire may apply for a 120-day extension of their</p>

	certification from 3/1/20 to 6/30/20. Register for the extension at the following link: https://www.redcross.org/take-a-class/classes/120-day-certification-extension/a6R3o0000014Sws.html
Facility Rentals	Facility Rentals scheduled between 3/14-4/30 have been cancelled. RSFC Management has been in communication with rental clients regarding credit / refund and re-scheduling options.
Locker Rentals	Locker Rental Customer will have their rental period extended by extended by the amount of time that the facility is closed.